



10-Year Housing & Homelessness Plan

2021 Update

A long-term plan to address Housing & Homelessness issues in the County of Dufferin

Executive Summary

Housing Services at the County of Dufferin provide a wide range of services, including:

- Administration of Dufferin County's Centralized Waitlist for community housing
- Delivery of various Rent Supplement Programs offered in Dufferin
- Management of the Homelessness Prevention Program
- Delivery of the Homeownership Program and the Ontario Renovates Programs
- Management and operation of the County owned community housing properties
- Working with Local Housing Providers (non-profit and co-operative housing programs)

In 2013, the County of Dufferin, in consultation with the community, created the 10-Year Housing and Homelessness Plan to improve access to housing that is suitable and affordable for all residents in Dufferin. The 10-Year Housing and Homelessness Plan underwent a five-year review and the updated plan was adopted at County Council on November 14, 2019. Annual updates to the plan are posted on the County website.

In this 2021 update, the County has the opportunity to share a summary of progress made in 2021 despite the ongoing pandemic, and acknowledge the efforts of those contributing to our successes.

A Message from the Director

The same but different, that is how 2021 can be described. Despite the ongoing challenges still present with the pandemic, Housing Services continued to do the work, as can be seen in this 2021 update.

Over the past year, Housing Services staff have kept moving forward in unimaginable circumstances. This update not only summarizes Housing Services achievements for 2021, it demonstrates our resolve to assist those who need it most in the community.

As we continue to face the COVID-19 pandemic, the inequities in our systems have become more evident. But we press on.

We are truly stronger together. The County is thankful for the continued collaboration with local agencies and organizations, as they help us ensure that every resident of Dufferin has the opportunity to receive vital services and support. Thank you for the tireless and important work you do.

Anna McGregor
Director of Community
Services, County of Dufferin

2021 HIGHLIGHTS

Various progress measures were established to ensure that the goals identified were addressed over the 10-year life of the plan. Specific measures include the County's efforts related to assisting low-income households, increasing the supply of affordable housing, maintaining operating agreements with housing providers, and expanding community collaboration.



41

**Total housed
waitlist applicants
in 2021**



23

**Individuals were
found to be
homeless in the
2021 PiT Count**



280

**280 clients were
provided with
financial assistance
by urHome**

41

**In 2021, Dufferin housed 41
identified individuals experiencing
homelessness from the By-name List**



Recognition of 50% Chronic Homelessness Reduction!

Reaching Home requires designated communities to have a Coordinated Access system in place by March 31, 2022. In February 2021, Dufferin was confirmed as the first Built for Zero Canada community to achieve Advanced Quality Coordinated Access. In 2021, Dufferin was recognized for reducing chronic homelessness by 50%, well on its way to achieving Functional Zero in 2022.



September 15, 2021

Re: Recognition of Chronic Homelessness Reduction in the Built for Zero Canada Campaign

Hello Team Dufferin County!

On behalf of the Built for Zero Canada team, I want to recognize and congratulate you on the progress you have made thus far on your journey to end chronic homelessness! The second key milestone communities in the Reduce Cohort work to achieve is to reduce 50% below baseline on the number of people experiencing chronic homelessness. Dufferin County has reached this goal!

Communities set a baseline once they have achieved a quality By-Name List, indicating that they have reliable real-time data. In July 2019, your team achieved a quality By-Name List and confirmed a baseline month with 19 people experiencing chronic homelessness in Dufferin County. **To achieve a 50% reduction milestone means that Dufferin County needed to reduce the number of people experiencing chronic homelessness on your By-Name List by at least 50% (10 people) for three consecutive months.**

2021 RESULTS

2021 Progress Measures for the 10-Year Housing and Homelessness Plan

GOAL 1 - Address Housing Affordability, Availability & Equity

Intended Outcomes	Medium Term (3-5 years)	2021 Results
<ul style="list-style-type: none"> Better housing outcomes for low-to-moderate income households by helping to address affordability/income disparity House more people (i.e. goal of 40 additional units by 2024) Overall decline in seniors on the centralized waitlist 	<ul style="list-style-type: none"> Explore alternative solutions to assist households with housing affordability and attainability Explore alternative solutions for affordable seniors housing 	<ul style="list-style-type: none"> Ontario Priorities Housing Initiative (OPHI) Housing Allowance provided housing allowances to 55 households Canada-Ontario Housing Benefit (COHB) provided a cumulative total of 25 households with a portable housing benefit that can be used throughout Ontario Chronic Homeless Housing Allowance Program (CHHAP) was implemented. CHHAP provides chronically homeless individuals a portable housing allowance of up to \$1,097 per month. As of 2021 year end, 16 chronically homeless individuals from the By-Name List (BNL) were receiving housing allowances Assisted 1 household with the Homeownership program Continued to offer the Rent Supplement Program

GOAL 2 - Prevent Housing Instability & Homelessness

Intended Outcomes	Medium Term (3-5 years)	2021 Results
<ul style="list-style-type: none"> Help people obtain and/or maintain housing through Homelessness Prevention Program (HPP) and similar programs Provide client-centred Homelessness Services through partnerships/collaboration with local agencies 	<ul style="list-style-type: none"> Continue delivering urHome and providing assistance with LEAP/OESP Continue collaboration with community partners Leverage work being done with the Canadian Alliance to End Homelessness (CAEH) and link to Community Advisory Board (CAB) 	<ul style="list-style-type: none"> Continued to offer HPP. Administered LEAP for other utility providers and provided support for OESP Dufferin was confirmed as the first Built for Zero Canada community to achieve Advanced Quality Coordinated Access Dufferin was recognized for reducing chronic homelessness by 50% and sustained it for at least three consecutive months Homeless Individuals and Families Information System (HIFIS) continues to be used to complete all HPP applications Chronic Homeless Housing Allowance Program (CHHAP) was provided (see above) In 2021, a Point-in-Time (PiT) Count was conducted, 23 individuals were found to be homeless and surveyed. This is a decrease from the 2018 PiT Count where 44 individuals were found to be homeless

2021 RESULTS (CONT.)

2021 Progress Measures for the 10-Year Housing and Homelessness Plan (cont.)

GOAL 2 - Prevent Housing Instability & Homelessness (Cont.)

Intended Outcomes	Medium Term (3-5 years)	2021 Results
<ul style="list-style-type: none"> • Help people obtain and/or maintain housing through HPP and similar programs • Provide client-centered Homelessness Services through partnerships/ collaboration with local agencies • Help individuals find & maintain housing with RentSmart training 	<ul style="list-style-type: none"> • Continue delivering urHome and providing assistance with LEAP/OESP • Continue collaboration with community partners • Leverage work being done with the Canadian Alliance to End Homelessness (CAEH) and link to Community Advisory Board (CAB) 	<ul style="list-style-type: none"> • Dufferin has two subprojects under Reaching Home: <ul style="list-style-type: none"> ◦ The Dufferin Area Family Health Team (DAFHT) has 2 Housing Support Workers (HSW) who work with clients on the BNL who are identified as chronic. In April 2021, an additional HSW was hired. The HSW assist clients with searching for, and securing, housing and completing applications and referrals to mental health and/or medical resources. They will also provide ongoing support and home visits to those maintaining their housing to avoid the client re-entering the homeless system. They work collaboratively with the Landlord Liaison to find solutions should issues arise with the landlord ◦ The part-time Landlord Liaison position became a full-time position in September 2021. The Landlord Liaison is responsible for the ongoing development and maintenance of relationships with landlords in Dufferin County. The Landlord Liaison is the point person for the local motel owners who are participating in either the Motel Program or the Coordinated Access Transitional Housing (CATH) Program. They also work in collaboration with the HSWs • The Coordinated Access Transitional Housing (CATH) program provides those who are identified as chronic on the BNL with a transitional unit for a limited duration. These units are located at various motels in the area. CATH is currently funded until March 31, 2023. Supports for these clients and the landlords are being provided by the HSWs and the Landlord Liaison. This program now consists of 14 spaces in local motels. Clients are provided with support to look for permanent housing while working on life stabilization • <i>Are You Homeless in Dufferin</i> contact cards were launched in 2020 in collaboration with community partners. Cards continued to be dispersed in 2021 as requested

2021 RESULTS (CONT.)

2021 Progress Measures for the 10-Year Housing and Homelessness Plan (cont.)

GOAL 3 - Maintain, & Where Possible, Improve Housing

Intended Outcomes	Medium Term (3-5 years)	2021 Results
<ul style="list-style-type: none"> • Maintain and, if possible, improve community housing • Maintain operating agreements with housing providers • Make housing more accessible and sustainable 	<ul style="list-style-type: none"> • Meet with providers to discuss the importance of partnerships • Complete necessary upgrades identified in short term stage • Continue tenant surveys. Analyze feedback provided 	<ul style="list-style-type: none"> • Annual 2021 tenant survey completed. Most tenants are satisfied with their unit and building • In 2021, \$91,740.58 of OPHI funding, under the Ontario Renovates component, was given to a Housing Provider to be used for capital projects. This funding was largely utilized to replace 16 furnaces, nine catch basins and flooring in multiple units • Staff reached out to all Providers to check in and see if there were additional supports that the County could provide. Quarterly meetings were held virtually in 2021 • Major elevator modernization at one of the County housing buildings started in the fall • During the pandemic, staff continued to ensure that tenants needs were met and that they were kept informed • Common rooms in County buildings re-opened in November 2021 with infection prevention and control measures in place. Tenants were reminded to follow and abide by all required Infection Prevention and Control (IPAC) guidelines • The Housing Services Division assumed the administrative duties for the 22 units at McKelvie Burnside Village in Shelburne • In March 2021, the province announced Phase 3 of the SSRF, followed by the announcement of Phase 4 in August. In Dufferin, funds were used to expand rent support programming, enhance cleaning, renovate and retrofit units, provide staff support and more. • Provided FTP with funding to convert office and/or meeting spaces to three shelter units. This conversion will return the number of shelter spaces to pre-pandemic levels. The allocation for this conversion was \$375,000 funded through SSRF Phase 4

2021 RESULTS (CONT.)

2021 Progress Measures for the 10-Year Housing and Homelessness Plan (cont.)

GOAL 4 - Meet a Range of Complex Community Needs

Intended Outcomes	Medium Term (3-5 years)	2021 Results
<ul style="list-style-type: none"> • Offer safe and secure housing for victims of abuse in a timely manner • Work to become an Indigenous ally • Collaborate on services to help those most at risk before they are in full crisis • More seniors able to age in place 	<ul style="list-style-type: none"> • Continue involvement in the DART committee table and with FTP • Fund Housing Allowances to FTP • Review and renew MoUs to continue to offer collaborative services • Train staff to promote greater knowledge of complex needs • Ongoing adherence to accessibility standards for housing units 	<ul style="list-style-type: none"> • COHB provided a cumulative total of 25 households with a portable housing benefit that can be used throughout Ontario • Provided Housing Allowance that subsidizes community partners who assist at-risk women • Funded 10 additional short-term housing allowances for FTP and the County (\$99,840) through CHPI funding • Provided FTP with funding to convert office and/or meeting spaces to three shelter units. This conversion will return the number of shelter spaces to pre-pandemic levels. The allocation for this conversion was \$375,000 funded through SSRF Phase 4 • Continued involvement in DART • Dufferin County's Community Safety and Well-Being Plan was adopted in May of 2021. It will be reviewed annually • In collaboration with Wellington-Dufferin-Guelph Public Health, the County hosted two pop up vaccine clinics targeting the homeless. Clients were able to meet with the nurses and discuss any concerns. Both clinics were held at the Lighthouse, one in April and a follow up in July where a total of 57 doses were administered. Clients received a bagged lunch, treats, hygiene kits and a grocery card • A local organization introduced a Laundry Service for people in the community who identify as being homeless. The Laundry Service is available on Tuesdays from 11am – 2 pm and is appointment based. Clients are able to complete one wash and one dry per appointment – soap is provided • Major elevator modernization at one of the County housing buildings started in the fall

2021 RESULTS (CONT.)

2021 Progress Measures for the 10-Year Housing and Homelessness Plan (cont.)

GOAL 5 - Cultivate Local Partnerships, Collaborate with Lower-Tiers of Government & Engage the Community

Intended Outcomes	Medium Term (3-5 years)	2021 Results
<ul style="list-style-type: none"> • Increase awareness and buy-in of housing challenges • Collaborate on housing and support services • Consult community • Work more closely with lower-tier municipalities 	<ul style="list-style-type: none"> • Increase awareness of challenges, poverty, inequity and homelessness • Continue involvement in committees (i.e. DCEC) and expand partnerships if the opportunity arises • Engage tenants and the community using modern and interactive methods • Work with Planning Officials within Municipal government to advocate for more housing within housing • Review and renew MoUs to continue to offer collaborative services • Continue work with lower tier towns and townships, local agencies and the general community to share information and gain valuable feedback on Housing and Homelessness issues 	<ul style="list-style-type: none"> • Continued work with DC MOVES & DCEC • Annual Housing Forum was held on November 19, 2021 • Dufferin County continued to collaborate with community partners on the <i>Are You Homeless in Dufferin</i> contact card project • Dufferin County Housing Services continued the contract with DAFHT to provide two Housing Support Workers who provide direct support to those who are chronically homeless • Dufferin County's Community Safety and Well-Being (CSWB) Plan was adopted. Housing & Homelessness was named a priority. The DCEC Housing & Homelessness Working Group was named the Lead Table for this priority and the Housing Services Division co-chairs that table • The social services relief funding (SSRF) Phase 3 and 4 were provided. Municipal service managers determined local needs and distributed the funding. The County invited community partners, organizations, non-profit agencies and those who support the most vulnerable in the community to provide feedback and submit business cases as to how the County could use the funding to financially assist them in order to continue to offer the best support to the community during the COVID-19 transition to recovery

2021 ENGAGEMENT

2021 Housing Forum

The theme of the Housing Forum held on November 19, 2021 set to coincide with National Housing Day, was "The Challenges That Keep You Up at Night." The event was held virtually due to COVID-19 restrictions. An OPP officer spoke about fraud, scams, trafficking and the response to calls for those suffering from mental illness. A member of the Alzheimer's Society spoke about their services and the early warning signs of dementia. A local lawyer spoke about power of attorney, the Office of Public guardian Trustee tenant privacy, death of a tenant and elder abuse. Certainly, issues that keep many awake at night. The result of the PiT Count were shared as well.




Housing Forum 2021:
THE CHALLENGES THAT KEEP YOU UP AT NIGHT

Please join us to learn more from industry experts!
Topics of discussion will include:

- Clarifying Legal Matters and Documentation
- OPP Community Policing Information
- Alzheimer's Indicators
- Homelessness in Dufferin County

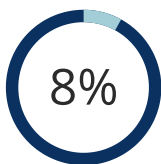
Register now! <https://www.eventbrite.ca/e/housing-forum-2021-the-challenges-that-keep-you-up-at-night-tickets-205893863087>
November 19, 2021 9:30am-11:30am

2021 Community Engagement

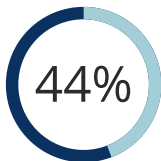
2021 Community Consultation

Join In Dufferin, the County of Dufferin's online engagement platform, allows the public to participate in various projects that are happening in the community. Housing Services can engage with the public through surveys, polls, questions and more. A Join In Dufferin project page was created for National Housing Day in November 2021. The page featured information about National Housing Day and a survey. Highlights from the survey include:

AWARENESS



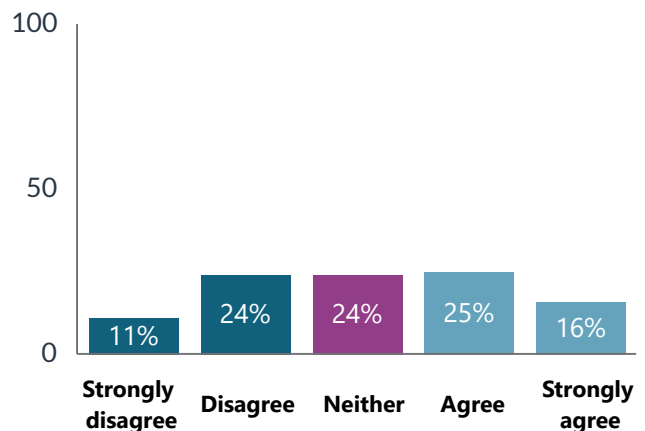
of respondents believe that everyone in Dufferin County has housing that is appropriate to their needs



were aware that Dufferin County has a 10-Year Housing & Homelessness Plan

HOUSING ACCESS

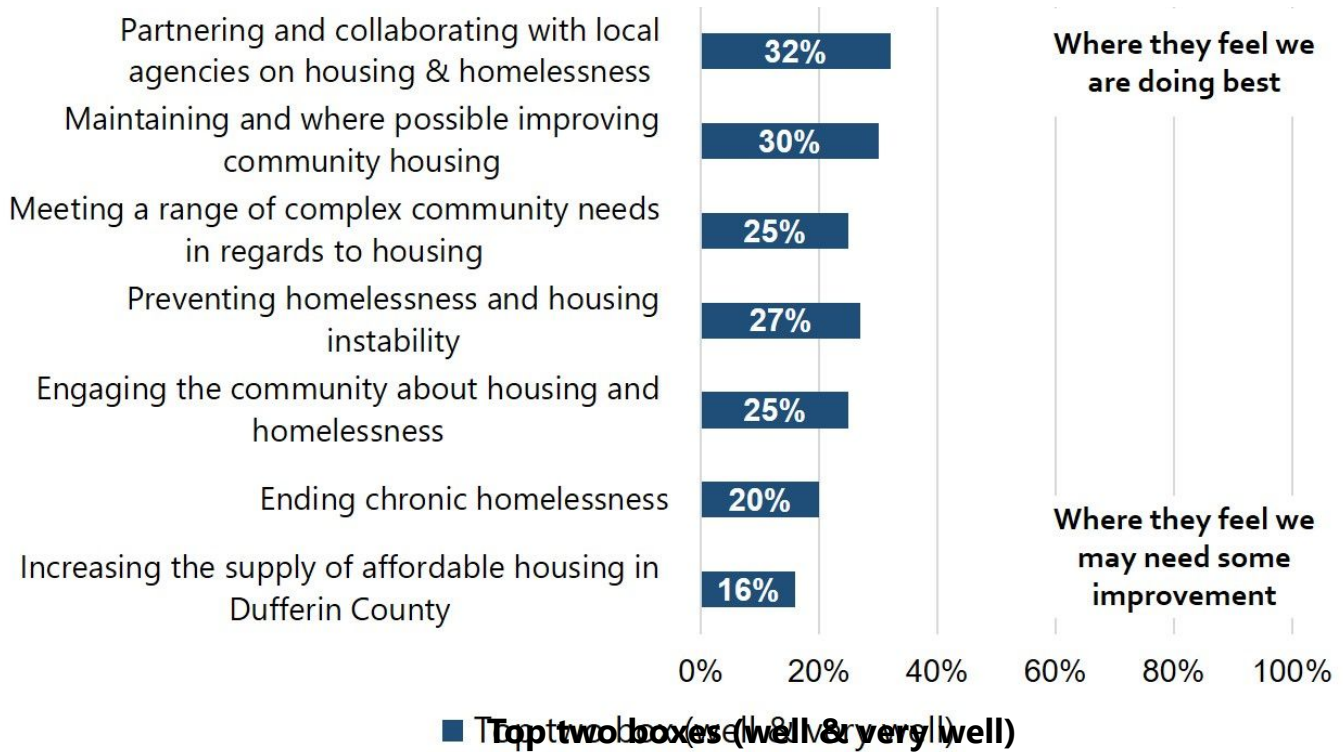
I have access to affordable housing options



ENGAGEMENT (CONT.)

MEETING GOALS

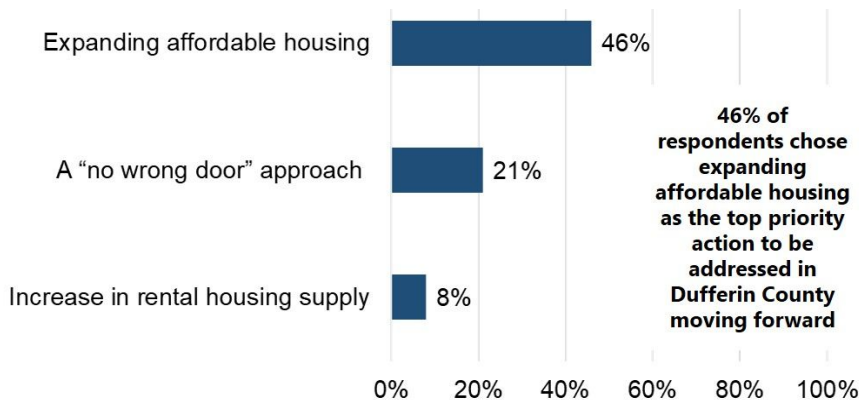
Respondents were asked to rate how well the County of Dufferin is doing on addressing each of the housing and homelessness goals. Out of those that responded using the scale (one = not well at all) (five = very well), the percentages for top two boxes (well and very well) are presented below:



According to the survey respondents, Dufferin County is doing the best at partnering and collaborating with local agencies on housing & homelessness and needs the most improvement on increasing the supply of affordable housing in Dufferin County.

PRESSING LOCAL HOUSING ISSUES/CHALLENGES & PRIORITY ACTIONS

If you could identify the top priority action (one) to be addressed in housing and homelessness planning and programming in Dufferin County moving forward, what would it be?



According to **86%** of respondents, lack of affordable housing is one of the top three most pressing housing issues currently facing Dufferin County

NEXT STEPS & ACKNOWLEDGEMENTS

MOVING FORWARD & 2022 OPPORTUNITIES

Reaching Functional Zero for Chronic Homelessness in Dufferin County

Dufferin aims to reach Functional Zero for chronic homelessness by the end of 2022. Functional Zero is three or less chronic homeless households on the BNL for three consecutive months. In order to reach this goal, the County will continue to provide CHHAP.

Implementation of changes to the *Housing Services Act (HSA), 2011*

There are pending legislative changes to the HSA that address Access (income and asset levels, local priorities), Services Level Standards and Operating Agreements. Dufferin will review the chronological wait list model and develop a new bench mark to better address the chronically homeless population.

Promotion of RentSmart

Collaboration with other organizations in the community will be explored to further promote RentSmart. Organizations including youth groups, shelters, high schools, and colleges have expressed interest. The County will be exploring virtual RentSmart options.

Expand Housing Allowances Through OPHI

Allocate additional funding to increase capacity in the OPHI program. This program will be delivered through the County.

Diversity, Equity and Inclusion

Leadership will look for opportunities to providing training and development for staff to create greater awareness in the workplace and with clients we serve. Seek opportunities to create a culture of belonging especially in a hybrid workplace.

Resume and Expand Housing Services

Expansion of Housing Services to tenants will take place to ensure housing retention, greater self-reliance, and social inclusion. Resume tenant activities, such as gardening, BBQs, concerts and the transportation program in Shelburne and Grand Valley.

Thank you for your dedication and support!

The County of Dufferin Housing Services is pleased to have partnerships with the local human services agencies. Together we are making progress toward our goals to address housing and homelessness in Dufferin. The County gratefully acknowledges the efforts of all involved in helping us take steps forward. In particular, we would like to thank:

- Community partner agencies, for ongoing collaboration, and solutions-focused efforts in addressing affordable housing and homelessness in this community
- County of Dufferin Council, for continued leadership in making a difference in the lives of people in this community

